



CITY OF MADISON POLICE DEPARTMENT
STANDARD OPERATING PROCEDURE



Civilian Hiring Process

Eff. Date 04/02/2021

Purpose

The City of Madison Police Department utilizes a standardized hiring process in order to ensure compliance with all federal and state laws, as well as City of Madison General Ordinances and relevant collective bargaining agreements.

Procedure

The following outlines the procedures MPD will follow when making civilian hires.

1. When a Captain/Manager is notified of a civilian retirement or resignation and would like to hire to fill that opening, they should:
 - a. Contact the Finance Manager for information regarding salary savings.
 - b. Contact the Assistant Chief of Support and Community Outreach with request for authorization to hire.
 - c. Contact the Department's Civil Rights Coordinator (Human Resources Coordinator) to assure compliance with the Department's Equitable Workforce Plan and RESJI process.
2. The Assistant Chief of Support and Community Outreach determines when to submit the "Request to Fill Vacancy."
3. If approved, the Captain/Manager completes the:
 - a. "Request to Fill Vacancy" form – Detailed information used in filling out this form can be obtained from the MPD Payroll Clerk.
 - b. Position Description – A new Position Description document must be completed each time, even if previously done for a position. A prior Position Description document can be used in updating for a new hire.
 - c. Once these are completed they should be forwarded to the MPD Payroll Clerk with an email request to enter the forms into the NEOGOV system. This email should also include the name of the Hiring Manager, who is the person coordinating the hire and the Department's Civil Rights Coordinator (Human Resources Coordinator).
4. The Hiring Manager will receive a notification from City Human resources identifying the City Human Resources contact for the hiring process. The Hiring Manager should contact the Human Resources Coordinator (as the Department's Civil Rights Coordinator) to assure compliance with the Department's Equitable Workforce (Affirmative Action) Plan.
5. The Captain/Manager or the Hiring Manager will contact the City Human Resources contact to finalize the following information:
 - a. Whether the process will be open/competitive or restrictive. Generally the decision will be based on the skill set needed for the position, the anticipated candidate pool, and any requirements related to the current employee handbook. City Human Resources has the final say on the process.
 - b. How the position will be advertised – If there is a financial cost for the advertising plan, approval for the expenditure must be obtained from the Finance Manager prior to moving forward.
 - c. Dates of opening and closing for receipt of applications.
 - d. Date and type of examination – The Hiring Manager should review any City examinations to determine the appropriateness of the questions in relation to the position.

- e. The Hiring Manager will be contacted by the City Department of Civil Rights if the position is underrepresented. This will then be discussed and taken into consideration during the hiring process.
6. City Human Resources posts the job announcement on the City of Madison website. City Human Resources does not accept paper applications and all applications must be completed online.
7. After the application period closes, minimally qualified candidates will move to the testing phase, which is conducted by City Human Resources. A list of referred candidates will be made available through the NEOGOV system. Every referred candidate must be offered an interview.
8. The Hiring Manager develops an interview panel with approval of the Captain/Manager.
 - a. The interview panel must be balanced and diverse (gender, race, and commissioned/non-commissioned) and usually has at least three people on it.
 - b. The names of the panel members should be kept confidential until the candidates appear for the interview. The Hiring Manager should remind the panel members the names of the people that appear before them are confidential and should not be discussed until after the process.
 - c. A list of job-related interview questions should be established along with benchmarks for scoring candidate responses.
 - d. All panel members should interview each candidate. However, if a panel member feels they cannot provide an impartial evaluation of a candidate due to a personal relationship with the individual, they should recuse themselves from that particular interview and any panel discussion of this candidate at the conclusion of the interview process. It is best to avoid any perception of impropriety in the selection process.
9. The interview panel ranks the top candidates for the position based on their responses to the interview questions and established benchmarks.
10. The Hiring Manager meets with the Captain/Manager to determine the number of backgrounds to be completed and whether there will be second interviews.
11. Background checks should be performed on those candidates who are to be considered for a final interview with the Captain/Manager. The Captain/Manager shall review the background check to determine if a candidate will be given a second interview.
12. The second interview may be less formal, and consist of the Captain/Manager and at least one other person. This less structured interview is a final check for alignment with MPD Mission, Values and Goals.
13. The Hiring Manager and Captain/Manager determine the recommendation for hire.
14. The Captain/Manager provides the recommendation to the Assistant Chief of Support and Community Outreach, who shares the recommendation with the Chief of Police. The Chief of Police then determines whether to approve the hire.
15. Upon approval, the Hiring Manager contacts the prospective hire with the official job offer.
 - a. The job offer must include the proposed start date, which should coincide with the first day of a pay period.
 - b. Any potential start date which is after November 1 must be discussed with the Finance Manager prior to making the job offer.
16. Once the candidate accepts the job offer, the Hiring Manager:
 - a. Completes the hiring personnel action form in the NEOGOV system.
 - b. Contacts City Human Resources to schedule the City Orientation training.
 - c. Contacts the MPD Human Resources Coordinator to schedule the MPD Orientation training.

- d. Completes the New Employee Setup Information form on the intranet. It is preferred that this form be completed at least two weeks before the new employee starts. Information from this form is routed by the Chief's Office to set up the employee's payroll, TeleStaff, email account, seniority information, IBM, and add the employee to the internal phone list. This form is then placed in the employee's personnel file.
17. The Hiring Manager mails or emails rejection letters to candidates not selected. Refer to and utilize the Civilian Hiring Process Orientation Checklist. When appropriate, the Civil Rights Coordinator should be consulted to assure compliance with the Department's Equitable Workforce Plan.
18. When a vacancy occurs at a Manager level, the Assistant Chief of Support and Community Outreach is the ultimate hiring authority and will follow the above steps as would a Captain/Manager.

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(Revised: 03/26/2015, 04/08/2015, 03/04/2016, 01/13/2017, 12/21/2017, 06/08/2018, 04/02/2021)